

Equiniti provides Dignity with accurate payroll services



Equiniti partnered with Dignity, the UK's leading provider of funeral-related services, to provide a managed payroll solution for staff based in towns and cities throughout the UK, marking the expansion of a successful five year partnership with Equiniti for share registration.

Overview

Dignity, the UK's leading provider of funeral-related services, selected Equiniti to provide a managed payroll solution for staff based in towns and cities throughout the UK, marking the expansion of a successful five year partnership with Equiniti for share registration. Equiniti acquired Dignity in May 2009, extending the group's capability to include HR and payroll software and service. Equiniti implemented a managed payroll solution, working alongside Dignity's existing HR function to provide accurate and reliable payroll services. The result is the delivery of day to day support to staff based at locations across the UK.

Building on a successful relationship

In 2010, Dignity chose to benchmark its existing outsourced HR and payroll capabilities against the offerings of Equiniti and a number of other suppliers, following a deterioration in the level of service received.

Dignity set rigorous criteria for all potential suppliers and Equiniti was selected to run two monthly payrolls as a result of:

- Ability to meet all of Dignity's

- Payroll expertise
- Strength of existing relationship
- Proven track record
- Cultural fit

Dignity was also encouraged by the high service level targets included in the contract, with a fee reduction structure in place should these not be met.

Among the services that set the Equiniti solution apart in the market was a reporting tool which enables Dignity to extract information easily and produce ad hoc reports without the need to contact Equiniti. The software also allows reports to be automatically run on a specified date.

A further aspect of the service that held strong appeal for Dignity was the extended period for submitting information to be used to calculate payments. Equiniti offered a significant increase on the previous length of time given to provide this data, which provided Dignity with more time to gather the figures from across the organisation at the end of each month.

Industry:

Funeral services

Solution:

Fully managed payroll services

Key benefits:

- Flexible, tailored payroll service combining Equiniti expertise with in-house HR function
- Access to latest HR and payroll software without purchase or maintenance costs
- Improved efficiency of payroll processes
- Accurate and timely reporting
- Dedicated consultant to manage payroll, providing a specific point of contact
- Commercial benefits through wider relationship with Equiniti group
- Efficient communications, with the retention of a single overall Relationship
- Manager for both services provided to Dignity by Equiniti



“We are seeing significant benefits as a result of extending our partnership with the Equiniti Group to include the delivery of payroll services. Our HR team has developed a strong working relationship with the team at Equiniti, and we have seen a marked improvement in the standard of our payroll provision. A major advantage of working with Equiniti has been the much-reduced time taken to complete the payroll process each month, which enables our in-house team to focus on other operational requirements and brings greater efficiency to our business.”

Richard Portman, Corporate Services Director, Dignity



The solution

Dignity chose to implement a managed payroll solution, combining its in-house HR function with Equiniti' expertise and technical capabilities in order to best meet its payroll requirements.

Like all of Equiniti' payroll customers, Dignity has its own dedicated payroll consultant, who is responsible for managing the payroll process and delivering a personalised service.

Data is collected electronically by Dignity's HR team from staff at the company's funeral locations, crematoria and manufacturing facility and imported into software hosted by Equiniti. Using this data, Equiniti:

- Calculates and makes payments to employees
- Print and dispatches payslips
- Produce reports for both monthly payrolls to ensure accurate and comprehensive record keeping

Dignity appointed Equiniti ICS to carry out the print and dispatch of payslips company-wide – a task that had previously been carried out in-house. Dignity transferred this aspect of the payroll process to maximise business productivity, with the added advantage that the charge for the service represented only a minimal margin on top of the cost of postage.

Dignity's Relationship Manager remains at the helm of the account management, overseeing activity for both the payroll and share registration services provided by Equiniti ICS and Equiniti respectively. Meetings are held regularly across both divisions to update team members on activity relating to both services, making communications more efficient and ensuring Dignity receives the best possible service.

About Equiniti

Equiniti is one of the UK's leading HR and Payroll companies. A commitment to their customers and to extremely high levels of payroll accuracy make Equiniti the payroll provider of choice for building societies, universities, NHS trusts and large businesses. Equiniti produce over 1.5 million payslips each year for some of the best-known organisations in the country.

About Dignity

Dignity is a British company that has been listed on the London Stock Exchange since 2004 and has funeral locations and crematoria in towns and cities across the UK. Dignity is also a leading provider of Funeral Pre-Arrangement Plans, where people arrange and pay for the funeral in advance, and has a coffin manufacturing facility in Yorkshire. Dignity strives to set the highest standards for the funeral profession in terms of client service and care for the deceased and its businesses have served their local communities for generations.

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